

## NNA15540517R Aviation Safety Reporting System (ASRS) and Related Systems Questions and Answers Set 1

*Q1. What is the long-term vision for C3RS? Who/what is driving the program growth?*

A1. The long-term vision for C3RS has been stated by the Federal Railroad Administration (FRA) to become the national railroad system for confidential close call reporting of safety events. The FRA is driving the program growth through their outreach to rail carriers. Thus, it depends on agreements the FRA can get into place. We don't directly market C3RS or ASRS but work to assure trust and credibility with each industry.

*Q2. Can you identify what positions would be considered Key Personnel and Subject Matter Experts (SMEs)?*

A2. Currently, the Program Manager, ASRS Project Manager, C3RS Project Manager, IT Lead Manager, and Business Manager are Key Personnel, but the prime contractor can identify its own Key Personnel. The SMEs (Expert Analysts in aviation and rail) are related to experience in aviation and rail, as per the SOW. Active pilots or rail personnel cannot participate in the contract as it would be considered a conflict of interest. Some SMEs are subcontractors and some are employees of the current prime contractor. See SOW Appendix section 6.4.

*Q3. When should the office space/facility be secured?*

A3. The possible location(s) will be provided by the Offeror in the cover letter of their proposal. Identifying the location(s) would definitely be accomplished before award and Phase-In.

*Q4. Would the current prime contractor transfer the existing office space to the next prime?*

A4. NASA doesn't know the incumbent contractor's plans for the property. Offerors can check with them.

*Q5. Does the prohibition on telecommuting apply to all staff?*

A5. All staff need to be on site since they are working with materials that are sensitive and confidential in nature. Full-time on-site work is desirable. For example, the Program Manager and Project Managers need to be on-site during their work hours, unless they are on program-related travel. This requirement will be reviewed by NASA and addressed in the Final SOW.

*Q6. Are there special requirements for visitors to the ASRS/ C3RS facility?*

A6. Offerors must address the Procedures for Visitors in SOW Appendix 6.3 (c) in its Facility Security Plan, CDRL Item 19. Procedures for visitors are also discussed in SOW Section 2.1.3 (c). It is up to the prime contractor to define the security procedures for all types of visitors.

*Q7. What are the functional requirements for the facility?*

A7. The current facility is a secure office space with an IT server room as described in SOW Sections 2.1.3 and 2.1.4.

*Q8. What is the current occupancy and layout?*

A8. Offerors may propose their solutions as far as numbers of employees and office layout. The current facility is about 9,000 square feet, and contains the government-furnished furniture, computers, and IT systems listed in Section J.1(a)(3) Government Furnished Equipment.

*Q9. What is the timeline for distributing meeting minutes?*

A9. The SOW states the timeline for distribution of meeting minutes in Section 2.4. If meeting minutes are required, it will be stated in the SOW for each particular meeting.

*Q10. Can you discuss the 10-day limit as it applies to incoming reports and date stamping?*

A10. The 10-day limit is one required by FAA, and does not affect NASA ASRS. Upon request and special circumstances (web site down, post office delays, etc.), a report received greater than the 10 day requirement from the date of the incident will be evaluated in consultation with NASA about appropriate date to be stamped. SOW Section 2.2.3 and 2.2.4 address date stamping.

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*Q11. How frequent are FOIA requests?*

A11. All FOIA requests are referred to the ARC FOIA office by the NASA Program Director. The ARC FOIA office sends requesters to the website. There is no need for FOIA requests because the reports, once de-identified, become public on the website. The ASRS Contractor is available to help them develop the query, if they need assistance. FOIA requests are submitted about 5 times per year.

*Q12. Are there immediate plans to upgrade ASRS?*

A12. There are no immediate plans to upgrade ASRS.

*Q13. Have you considered cloud-based architecture?*

A13. Yes, it has been considered, but security concerns would need to be addressed.

*Q14. How about developing mobile apps for the public to submit reports into the system?*

A14. Yes, it has been considered, but security concerns would need to be addressed.

*Q15. Can you clarify the Phase-In and Phase-Out mentioned in the presentation?*

A15. The incoming Contractor will submit their Phase-In Plan with the proposal. The incumbent will execute their Phase-Out Plan at the end of the current contract. The new Contractor will submit their Phase-Out Plan 90 days before the end of the next contract period.

*Q16. How long does it take for carriers to join the C3RS program?*

A16. It varies depending on the FRA waiver process and union/company negotiations.

*Q17. The draft RFP prescribes a 20 page limit for proposers' Small Business Subcontracting Plans, which may be too restrictive for companies to use existing templates.*

A17. NASA will consider increasing the page limit for this section of the RFP.

*Q18. Can you clarify the limits on Past Performance submissions in the RFP?*

A18. Past performance information is required from the prime contractor and from each proposed "major subcontractor" that meet the thresholds defined in the RFP, as described in Section L.10(b) Past Performance Factor (Volume II). The RFP requires a maximum of three past performance submissions from the prime contractor and a maximum of three submissions from each proposed "major subcontractor". Offerors and each major subcontractor shall submit the information required in L.10(b)(1), and L.10(b)(3)(A), and L.10(b)(3)(B).

*Q19. Is the IDIQ portion designed to cover only special studies or does it also cover unknowns or a major change from the core work (e.g., a doubling of rail volume)? Please clarify if offerors should price the SOW 3.0 IDIQ or not.*

A19. As indicated in Section B.6 of the draft RFP, the Government has determined that an indefinite amount of supplies or services may be required during the contract period of performance (CLINs 01B, 02B, and 03B). The IDIQ is designed to cover any NASA requirement for the ASRS and Related Systems that is unknown at the time of contract award. These additional efforts could include new special studies or an increased level of effort in the existing work if it can be defined as a separate task and is within the contract stated IDIQ maximum value. Offerors do not price the IDIQ CLINs. If required during the contract period of performance, cost proposals will be requested from the prime contractor, and after negotiations, task orders will be issued for the new work.

*Q20. How is additional funding handled if it grows beyond current levels?*

A20. If NASA determines there are additional requirements for ASRS or C3RS during the period of performance, it would be handled within the constraints of the contract.

*Q21. RFP Section H.3 - Key Personnel - Required to fill-in now?*

A21. Yes, as required by Section L.7(b)(2), Offerors shall complete Section H.3 Key Personnel and Facilities, with the names and titles of the individuals the Offeror is proposing as Key.

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*Q22. RFP Section L.7(b)(2) - Cover Letter - Bullet #s 8 & 9 - What sort of responses are required for Section H.3 and I.1 in the cover letter?*

A22. The clauses in question require the Offeror to fill-in and complete the clause. Offerors may indicate the fill-in words in the cover letter. For example,

NFS 1852.2335-71 – List of the Key Personnel and Facilities Offeror proposes.

FAR 52.219-4 for example: “Offer elects to waive the evaluation preference.”

FAR 52.219-28 – “The Contractor represents that it IS / IS NOT a small business concern under NAICS Code 541990 assigned to contract number TBD.” (sign and date with authorized signer’s name and title.

*Q23. RFP Section L.7(b)(2) - Cover Letter - Last Bullet - Facility Lease costs. Considering that the incumbent will not incur these costs by moving to a new ASRS facility, it puts other offerors at a disadvantage for including this cost in the price proposal. Would the government exclude the facility transition costs from the price proposal and from evaluation factors? It is understood that the facility leasing costs will still apply to both the incumbent and the offeror. It's a wash for the government, so why even bother with facility lease and its costs? This will set a level field for all parties.*

A23. Both the incumbent or new contractor shall provide a facility for the operation of the ASRS and Related Systems. The Offeror will propose the facility and facility lease costs it believes that its operations will incur in Exhibit 3 of the Excel Costing Model (ECM). If the offeror already has a facility within its organization that meets the facility requirements in the SOW, it can propose that facility, and any associated costs. The current facility is within 5 miles of NASA ARC, and an Offeror’s new facility, if proposed, must also be within that distance, thus the move from the current facility to the new contractor’s proposed facility, if required, could be considered a short distance move. The moving expenses must be included in the cost proposal for Phase-In (Exhibit 16 of the ECM). As stated in the solicitation in Section M.2, page M-9, “Phase-In (CLIN 01) will not be included in the evaluated total cost for selection purposes, but will be evaluated for reasonableness and realism.”

*Q24. RFP Section L.7 (a) – “Mission Suitability Proposal - Volume I. Both management and technical information shall be included in the Mission Suitability Proposal. No past performance information or cost/price data shall be included except for a schedule of wages, salaries and benefits.” Doesn't this exception contradict the first part of the sentence? Wages, salaries and benefits are also cost/price data, in fact sensitive in a bid.*

A24. The schedule of wages, salaries, and benefits are included as part of the Offeror’s Total Compensation Plan, an element to be evaluated under the Management Approach sub-factor, as required by solicitation provisions NFS 1852.231-71, Determination of Compensation Reasonableness, and FAR 52.222-46 Evaluation of Compensation for Professional Employees.

*Q25. RFP Section L.9 (e) - "The oral presentation shall be given by the Offeror’s proposed Key Personnel." Could this requirement be relaxed to replace "the Offeror’s proposed Key Personnel" with "the Offeror's Responsible Personnel or a Corporate Manager"?*

A25. The Offeror’s Key Personnel are the individuals who will lead the effort on-site at the ASRS / C3RS facility and as such, shall present the Offeror’s Oral Presentation.

*Q26. RFP Section Section H.3 & L.10 (B) (4) - Key Personnel - Considering that any contractor besides the incumbent will have a hard time in finding and proposing ASRS experience Key Personnel, these requirements are more favorable to the incumbent. It is suggested that these RFP requirement shall be left at simply identifying key personnel positions but not in identifying them by names and/or satisfying them with resumes and commitment letters.*

A26. All Offerors must name and provide resumes and commitment letters for each proposed Key Person who will be leading the effort on-site at the ASRS / C3RS facility. Offerors have not found this to be an impediment in the past.

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*Q27. RFP Section Table M.4 - Weighting and Scoring - The "Key Personnel" shall be removed from this table because it is obviously more advantageous to the incumbent than other offerors?*

A27. Key Personnel is an element under Management Approach in Mission Suitability thus it must be evaluated.

*Q28. SOW Section 2.1.3. ASRS and Related Systems Facility - Could the government save itself and an offeror from the risk of moving a well settled ASRS facility from an incumbent site to a new awardees site? Otherwise, this requirement simply more advantageous to the incumbent. The government could simply require the offers, including the incumbent, to pick up and continue with the lease of the current ASRS facility.*

A28. Offerors are required to propose a facility that meets the requirements of the SOW. The facility cannot be located at NASA Ames, so it must be a private property within 5 miles of NASA Ames. Offerors may propose a facility at a new location, or Offerors may contact the incumbent to discuss possibilities of assuming the current facility. The Government cannot direct an Offeror to perform at a certain private location if it is proposing a different facility that meets the requirements of the SOW.

*Q29. Are there any collaborations with TRANSCOM for ASRS, just like with FAA and other organizations?*

A29. TRANSCOM is a coalition of 16 transportation and public safety agencies. The agreement with FAA and FRA are interagency agreements. All other collaborations are not under agreements. TRANSCOM does not seem applicable to the ASRS and Related Systems.

*Q30. On the technical presentation chart provided by NASA (chart 22) for Alerts/FYI issued by ASRS over a span of almost 10 years Jan 2005 till Dec 2014 - were the values in the boxes reflecting the values after all false positives were eliminated? What about false negatives? Is there any methodology in place to see if that was present as well?*

A30. These values represent all Alerts /FYI notices issued. They are vetted prior to release for the issues of false positives and false negatives.

*Q31. How are the reports entering the ASRS vetted? In other words how does one figure out if there is any false reporting? With so many hacking attempts these days - this sort of a scenario is quite possible, isn't it?*

A31. Every report is read by two human expert analysts within three days of receipt. These experts can detect false reporting, hacking, etc. We have had no issues in this type of situation that is being suggested. Security provisions make every effort to prevent hacking.

*Q32. What is done about conflicting opinions on reports amongst experts? Are there any knowledge acquisition tools in place to streamline the process of knowledge capture from experts?*

A32. This is a consensus decision making process. If disagreements occur they are elevated to the NASA ASRS Program Director.

*Q33. We understand that the only people permitted to present during the oral presentation are those that are submitted as Key Personnel in the proposal. Are all of the proposed KP's required to present?*

A33. All of the Offeror's Key Personnel are required to present, but the amount and/or length of what topics are covered by each is the company's choice.

*Q34. Is there a possibility that presentations done by companies are done on different days, times, locations in order to avoid any potential "overlap" by presenters?*

A34. The presentations by the different Offerors will be conducted on different days. Also the time, date, location of each company's presentation will not be publicized.

*Q35. Will the government consider increasing the page limit in the Small Business Plan?*

A35. This page limit will be reviewed by NASA and may be revised in the Final RFP.

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*Q36. Would the government clarify what “unannounced security evaluations” entail?*

A36. “Unannounced security evaluations” are occasionally conducted by aviation industry members of the NASA ASRS Technical Steering Group (TSG) who represent people who report to the system. The evaluation is informal. The purpose is to check on all aspects of ASRS report security.

*Q37. Re: SOW Section 2.2, Figure: “Report Processing Workflow” and the paragraph before, request the government modify the language to read: “The processing steps identified in the flowchart are monitored and tracked in the current version of the ASRS Analyst Workbench and supporting systems.”*

A37. NASA will review this recommendation and may revise this part of the SOW.

*Q38. Re: SOW Section 2.2.4, “When available, the date when the person reporting either mailed the report or sent it electronically is also recorded.” Is it the government’s intent to record post mark dates of reports in the electronic workbench report record? This would be a new feature for the workbench infrastructure.*

Q38. NASA will review and may revise this part of the SOW.

*Q39. Re: SOW Section 2.2.14(b), page 10. “The Contractor shall back up all data every 24 hours.” Request the government clarify that only data on the file servers is backed up nightly by modifying the language to read: “The Contractor shall back up all data on the ASRS and Related Systems file servers every 24 hours.”*

A39. All data must be backed up every 24 hours. NASA does not specify how this will occur, and the process will be addressed in the Contractor’s Contingency Plan, SOW Section 2.9.1(c).

*Q40. SOW Section 2.4.2(c) and 2.7.2(c), SOW Pages 14 and 21. “The Contractor shall maintain the website ... and ensure continuous availability” Respectfully request the government consider modifying the DRFP language to read: “The Contractor shall maintain the website ... and ensure continuous availability to the greatest extent possible.”*

- *The current ASRS and C3RS websites are hosted on NASA managed infrastructure, thus availability is dependent on NASA systems and is not in direct control of the contractor.*
- *Internet access to ASRS offices also falls under contracts managed by NASA with local ISPs.*

A40. The original wording of this SOW Section address the issues, and does not imply that a NASA-caused network issue would be the fault of the Contractor. However, to the greatest extent possible, the Contractor must work to maintain continuous availability.

*Q41. Regarding the Past Performance Questionnaire, Section J(1)(b) Attachment #5. We request the government to add a selection of “NA” to the questionnaire questions B1-4 and C1-13 to correspond with the instructions.*

A41. NASA will review this recommendation and may revise this part of the RFP.

*Q42. Section L.8(b) on page L-6, Font size is specified as 10 point for diagrams, graphics, charts, and photographs. Will the government add tables to this list?*

A42. NASA will review this recommendation and may revise this part of the RFP.